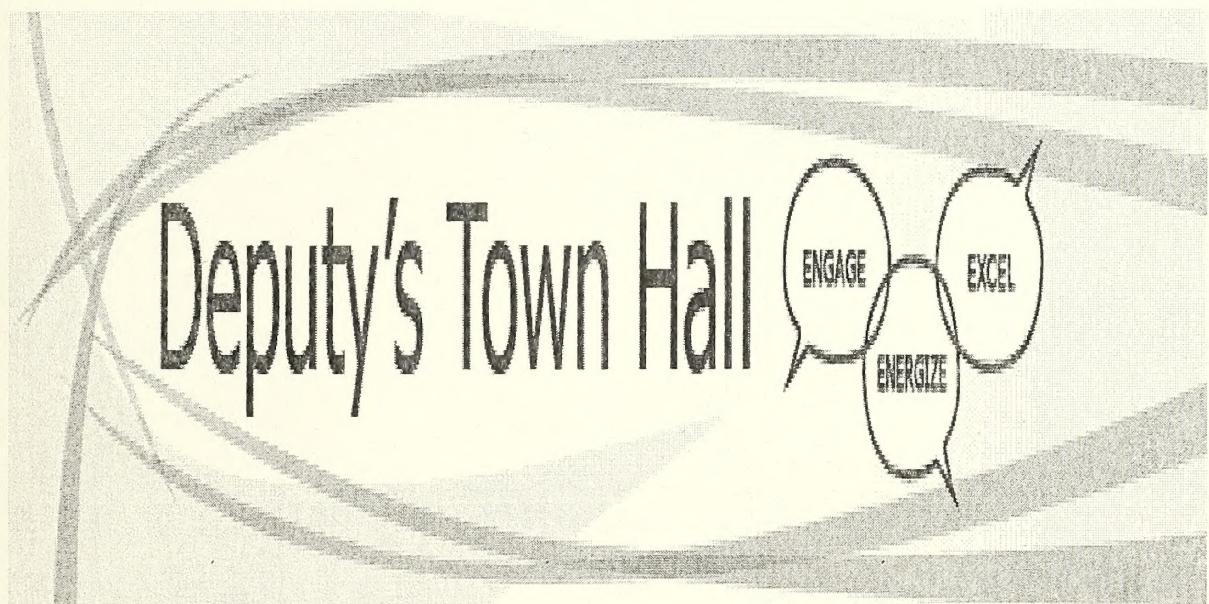




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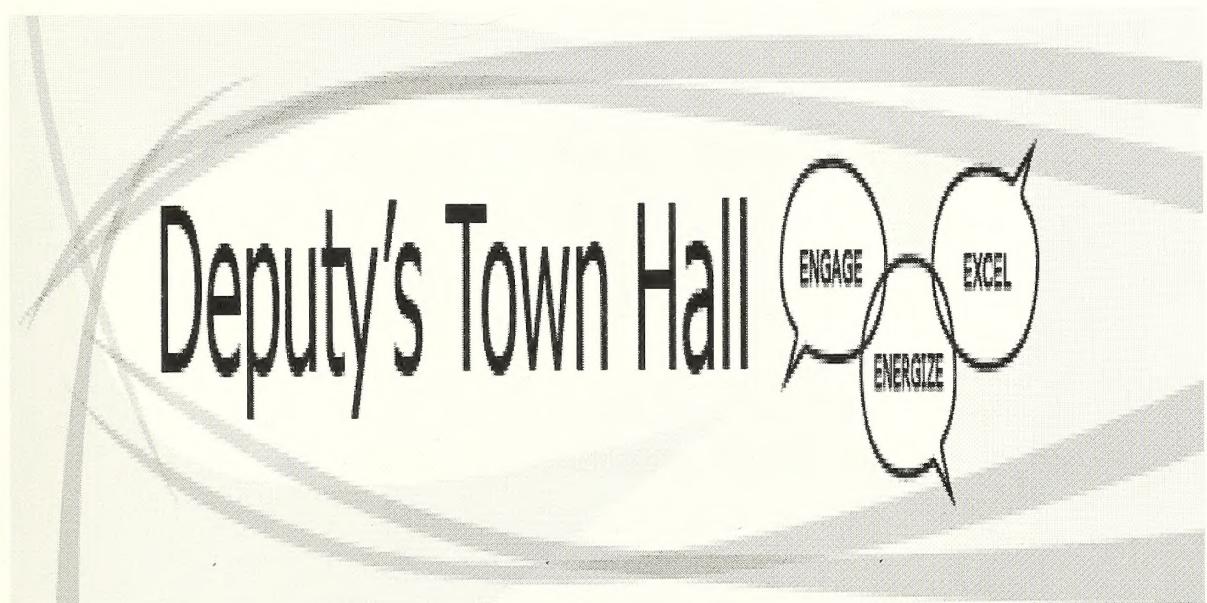
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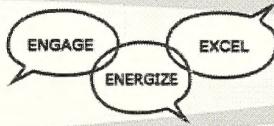
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**2013**





# Deputy's Town Hall



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Kitchener/Waterloo – Thursday, May 23, 2013

Thunder Bay – Wednesday, June 12, 2013

Toronto – Monday, June 24, 2013



# Deputy's Town Hall



## Deputy's Town Hall

A message from Deputy Monahan:

Ministry of the Attorney General employees from across the province do tremendous work each and every day in the administration of justice. Each of us has an integral role in serving the public.

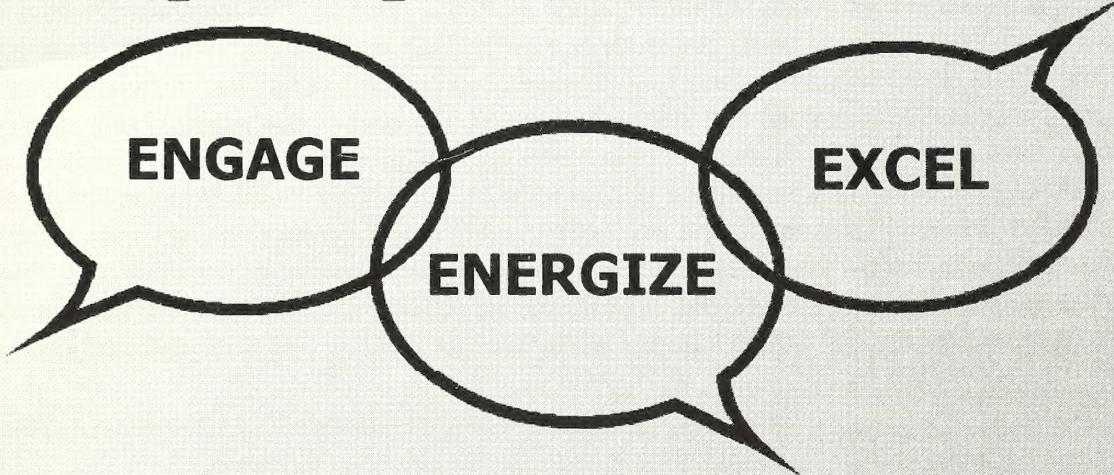
The senior management team and I are looking forward to travelling across the province to meet as many of you as possible at Employee Engagement Town Hall sessions. I want to hear your thoughts on your jobs, and the ministry. These sessions are intended to give staff in all branches and divisions a chance to explore, in workshop format, how we can all contribute more effectively in providing service to the public. I will be there to listen. This is an opportunity for me to hear from you.



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# Deputy's Town Hall



**Engage with your Deputy and share your thoughts!**

Toronto—Thursday, March 7, 2013

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**Go on MAGNET to register your attendance.**

Feedback or Questions? **DAGTownHall@Ontario.ca**





Frame reads: Coming to a town near you

Hi, I'm Patrick Monahan Deputy Attorney General, I've only been on the job for a few months, but in the short time I've been here I've already got a sense of the tremendous pride and commitment that employees within this ministry have to our special role within government and also in serving the public. But you know we can always do better, and that's why one of the early commitments I made was to hold a series of Town Hall meetings this spring right across the province in our different regions where we can meet with employees, face to face, and hear from you as to what you think we might be doing well but also areas of improvement and ways that we can do better. And so we've scheduled these Town Halls, between March and June of this year there will be a series of eight Town Halls, and I encourage you to go onto the website and to find the Town Hall scheduled for your particular region, sign up and come out to the Town Hall, meet with me and some other members of the senior team and these will be workshop style sessions where we'll have an opportunity to discuss with other employees, and with me, areas for improvement and change in the future. My team and I commit in coming back to you in the fall, reporting on the results of the Town Hall and what we plan to do with the feedback we've received. So I encourage as many as you as possible to come out to the Town Halls, I look forward to hearing from you and meeting with you in the province in the months ahead. Thank you very much.

Frame reads: Questions? Comments? DAGTownHall@ontario.ca

[Back to page](#)



# DEPUTY'S TOWN HALL

Toronto March 7, 2013

Deputy's Notes Slides



# Introduction

- ☐ 3 months as Deputy – still learning a lot
- ☐ Tremendous privilege to be DAG – best job for a lawyer in Ontario
- ☐ We have a great team at MAG – dedicated and committed to important work we do
  - In meeting people at the Ministry I am reminded of the John Kennedy story “sending a man to the moon”
  - We aren’t sending a man to the moon, but we are doing something even more important – we are guardians of the rule of law, on behalf of the public of Ontario
  - Everyone in the Ministry, not just lawyers but everyone on the MAG team, contributes to that noble purpose



# “Guardians of the rule of law”

- “Water is unknown to the fish until it discovers air”
- When we walk down the street we are unaware that we are surrounded by the rule of law [give some examples]
- We are guardians of the rule of law:
  - Protect public safety
  - Protect human rights
  - Prevent corruption in government
  - Provides foundation for economic development/ our standard of living



# Purpose of today's session

- ❑ Today is about LISTENING
- ❑ We want to hear from you about what we are doing right & where we can improve
- ❑ We are committed to taking up your ideas and implementing them
- ❑ Many of the SMC team is here today (see next slide)
  - The SMC members, like me, want to listen and learn from you today



# SMC Team in Attendance - Toronto

- Dante Pontone
- Malliha Wilson
- Ali Arlani
- John DiMarco
- Mark Spakowski
- Louise Stratford
- James Cornish
- Mark Leach
- Irwin Glasberg
- Marianne Summers



# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
- ❑ Then give all of you a chance to discuss one of 5 themes that were highlighted by you in that survey:
  - Job satisfaction
  - Communication
  - Engagement
  - Recognition
  - Service Excellence



# FORMAT

- You choose which table/ discussion you want to join
- Each table will discuss a number of questions relating to the theme
- The table will choose a 'rapporteur' to report back to the group on the conclusions from their table
- Then we will have an open discussion



# Positive achievements of OPS:

- Greater Toronto's Top Employers – 2013
- Canada's Top 100 Employers – 2012
- Canada's Top Family-Friendly Employers – 2012
- Best Employers for New Canadians – 2012
- Canada's Greenest Employers – 2012
- Canada's Best Diversity Employers – 2012
- Top employers for Canadians over 40 – 2011



# Employee Engagement at MAG

- 2011 Employee Engagement Survey results shows MAG employees:
  - Have a strong commitment to public service (77%)
  - Take pride in their work (73%)
  - Have positive relations with their co-workers (85%)
  - Have a clear understanding of job expectations and directions (80%)
  - Feel that their work is a good fit with their skills and interests (70%)



# Recognition – In Attendance

- Long Term Service Award
  - Denise Schabel-Noon – Corporate Services Management Division (CSMD)– 30 years in OPS
- Career Mentoring Program
  - Charlotte Chiba (Court Services Division Hearings Officer) her Partner is ADAG Mark Spakowski
- Diversity/Employee Engagement Committee
  - Dora Charallambous - Court Services Division Civil Enforcement



# Other Recognition

- “Souled Out” –
  - Adriana Fernandes - Records File Clerk, CSD - her band “Souled Out” won the “Best Band” at the 6th OPS Battle of the Bands event in November 2012.
  - OPS Battle of the Bands event raised \$17,112 in support of the United Way of Greater Toronto and the Ryan’s Well Foundation.



# Local Achievements

- ❑ Digital Recording Devices Implementation in Toronto (Court Services Division)
  - Hard work went into the successful DRD implementation, especially with the technological and infrastructure challenges at the Ontario Court of Justice (Old City Hall) and the Superior Courts in Toronto, assisted the region in moving one step closer to successfully implementing DRDs in all Toronto court locations, and ultimately completing the ministry's commitment to modernize the taking of the record in all courtrooms across the province.



# Local Achievements

- Successful implementation of Integrated Domestic Violence Court (Pilot Project)
  - Where families can have their family cases (excluding divorce, family property and child protection) and domestic violence criminal charges heard before a single judge.



# 2011 Engagement Survey

## Areas for Improvement

- Quality of Service:**
  - Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.
- Recognition**
  - we need to do a better job in providing meaningful recognition for employees.
- Organizational Communication**
  - communication does not flow as effectively as it could between staff and senior leaders.



# Handout Folder

- Employee Engagement Areas of Success and Divisional Initiatives
- Meaningful Recognition Suggestions
- Bookmark
- Thank you note
- Survey







# Deputy's Town Hall

Hamilton March 21, 2013

Deputy's Notes Slides



# Introduction

- 3 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, and the reason is simply the people at MAG
- We have a great team at MAG - dedicated and committed to important work we do
- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
- Kennedy met a staff person asked this person what was their job -what did they do at the space centre - "I'm earning a living"
- Met a second staff person - "I clean away the rubbish"
- Met a 3<sup>rd</sup> and asked him the same; on this worker "sending a man to the moon"
- Kennedy knew then that his promise would be fulfilled





# Our Mission

- We aren't sending a man to the moon
- Our mission is even more important - provide the essential basis upon which Canada's **quality of life depends**
  - UN's "Human Development Index" measures "quality of life" by a number of factors, reflecting the choices people have to lead full lives that they value
- Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world





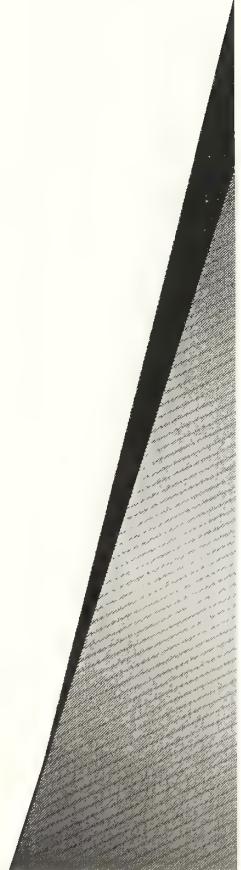
# “Guardians of the rule of law”

- What does that have to do with us?
- “Water is unknown to the fish until it discovers air”
- Like fish, when we walk down the street we are surrounded & protected by the rule of law
- We only become aware of the importance of the rule of law the moment it becomes threatened
- That does happen in Canada but, thankfully, very rarely
- Everyone in this room plays a key role in our critical mission as guardians of the rule of law – protecting safety, freedom of movement, right to make life choices – that enables the public to lead satisfying and fulfilling lives



# Purpose of today's session

- Today is about LISTENING
- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- We are committed to taking up your ideas and implementing them
- Some of the SMC team is here today
  - Mark Leach - Associate Deputy Minister
  - Lynne Wagner - Courts Services Division
  - James Cornish - Criminal Law Division





# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
- ❑ Then give all of you a chance to discuss one of 4 themes that were highlighted by you in that survey:
  - Communication
  - Engagement
  - Recognition
  - Service excellence





# FORMAT

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# Positive achievements of OPS:

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- ▶ Canada's Greenest Employers - 2012
- ▶ Canada's Best Diversity Employers - 2012
- ▶ Top employers for Canadians over 40 - 2011
- ▶ JOT shortlisted for UN Public Service Award (see next slide)



# JOT – Shortlisted for UN Public Service Award

- ▶ Susan Kyle, Executive Lead of JOT in attendance
- ▶ Being shortlisted for award is the hard work of the people here - Crowns and their teams, court services staff
- ▶ Most prestigious international recognition of excellence in public service
- ▶ Rewards the creative achievements and contributions of public service from countries around the world that have lead to a more effective and responsive public administration
- ▶ Final results of winners are expected late April





# Employee Engagement at MAG

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    - Take pride in their work (73%)
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    - Have a clear understanding of job expectations and directions (80%)
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# Recognition – In Attendance

- ▶ Long Term Service Awards 2013
  - Susan Sisson, Lidia Narozeniak (Crown), Tim Power (Crown) – 30 years in OPS
  - Bernadette Flis (Court Services) – 35 years
  - Linda Bemben (Judicial Staff) – 40 years

## Retiring in 2013

- Cathy Hiuser (HIGH-zer) – Acting Director of Court Operations, retiring at end of April after 34 years.
- She is not in attendance, but she has had long and accomplished career with MAG.
- She has represented Ontario Court Services nationally, as a member of the Association of Canadian Court Administrators, and internationally, as President-Elect of the International Association for Court Administration



# Recognition – In Attendance

- ▶ **Philanthropic activities** (at courthouses and in region)
  - **Hamilton OPGT** – received the Silver Award from the United Way for outstanding service to the community
  - **Hamilton: Diversity Committee** held potluck for Hamilton food share, Christmas Committee gave hats and mittens to Good Shepherd
  - **Brantford:** activities and events to raise money for Salvation Army gift baskets, and Community Resource Centre gift baskets
  - **Simcoe:** United Way Soup Kitchen fundraiser
  - **Cayuga:** events to support Haldimand Pregnancy Centre



# Local Achievements

- ▶ Criminal Law Division
  - Created a Mission, Values, and Vision statement
    - Based on Values of Integrity, Justice, Public Safety, Teamwork, Judgment, Courage
  - Undertook 3 Initiatives that support MVV
    - Regional Award of Excellence – peer nominated awards for members of prosecution service. Awards recognize teamwork. Fun evening. Wine, speaker.
    - Newsletter – key communication vehicle
    - Performance Planning and Assessment Tool – Creating regionally produced and articulated performance measures upon which work is assessed



# Local Achievements

- Digital Recording Devices Implementation in Central West Region (Court Services Division)
  - Hard work, teamwork went into DRD implementation
  - This is one part of ministry's commitment to completing the modernization of “the taking of the record” in all courtrooms across the province.
  - Team won an 2012 Excelsior Award for their work



# 2011 Engagement Survey

## Areas for Improvement

- ▶ **Quality of Service:**
  - Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.
- ▶ **Recognition**
  - we need to do a better job in providing meaningful recognition for employees.
- ▶ **Organizational Communication**
  - communication does not flow as effectively as it could between staff and senior leaders.



# Handout Folder

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- Meaningful Recognition Suggestions
- Bookmark
- Thank you note
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# Discussion Questions (4 themes)

## ► Service Excellence

- How do you provide a high quality of service every day?
- If you could change one thing about your job what would it be?
- What tools and supports would help you to do your job better?

## ► Recognition

- How can we do a better job of recognizing employees for a job well done?
- What forms of employee recognition matter to you?
- Would better forms of recognition increase your job satisfaction?





# Discussion Questions (cont.)

## ► Engagement

- Do you feel engaged with your job? If yes – what contributes to that? If no – why not?
- What difference do you see between an employee who is engaged and one who is not?
- What value do you see for yourself, and for the organization, if you're an engaged employee?

## ► Communication

- Are you confident that management listens? Do you think they work to address issues raised in the employee engagement survey?
- What do you think senior leaders/senior management need to communicate to you, and how?
- What kind of feedback would you like to provide to senior leaders/senior management, and how?









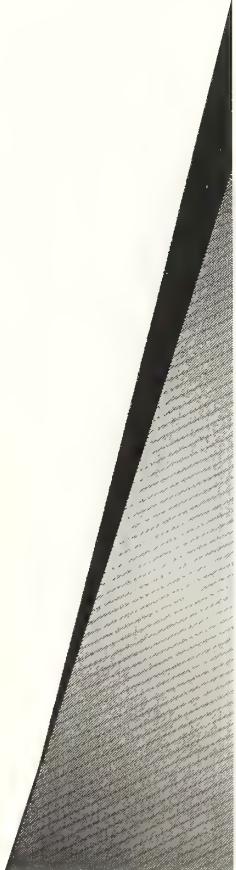
# Deputy's Town Hall

Sudbury - April 4, 2013  
Deputy's Notes Slides



# Introduction

- 4 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, and the reason is simply the people at MAG
- We have a great team at MAG - dedicated and committed to important work we do
  - In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
  - Kennedy met a staff person asked this person what was their job - what did they do at the space centre - "I'm earning a living"
  - Met a second staff person - "I clean away the rubbish"
  - Met a 3<sup>rd</sup> and asked him the same; on this worker "sending a man to the moon"
  - Kennedy knew then that his promise would be fulfilled





# Our Mission

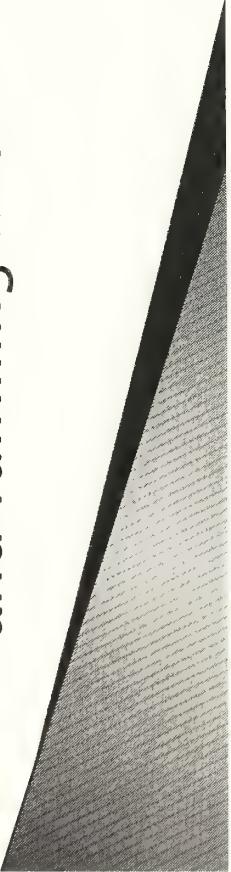
- ▶ We aren't sending a man to the moon
- ▶ Our mission is even more important – provide the essential basis upon which Canada's **quality of life depends**
  - UN's "Human Development Index" measures "quality of life" by a number of factors, reflecting the choices people have to lead full lives that they value
- ▶ Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world





# “Guardians of the rule of law”

- ❑ What does that have to do with us?
- ❑ “Water is unknown to the fish until it discovers air”
- ❑ Like fish, when we walk down the street we are surrounded & protected by the rule of law
- ❑ We only become aware of the importance of the rule of law the moment it becomes threatened
- ❑ That does happen in Canada but, thankfully, very rarely
- ❑ Everyone in this room plays a key role in our critical mission as guardians of the rule of law – protecting safety, freedom of movement, right to make life choices – that enables the public to lead satisfying and fulfilling lives





# Purpose of today's session

- Today is about LISTENING
- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- We are committed to taking up your ideas and implementing them
- Some of the SMC team is here today
  - Mark Leach - Associate Deputy Minister
  - Lynne Wagner - Courts Services Division
  - James Cornish - Criminal Law Division
  - Louise Stratford - Victims and Vulnerable Persons Division



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- ▶ JOT shortlisted for UN Public Service Award (see next slide)



# JOT – Shortlisted for UN Public Service Award

- ▶ Hard work of people – Crowns and their teams, court services staff
- ▶ Most prestigious international recognition of excellence in public service. Rewards creative contributions that lead to a more effective and responsive public administration
- ▶ Final results expected late April
- ▶ Josee Hamelin, Assistant Trial Coordinator and Susan Stothart, Crown Attorney and Marc Huneault, Regional Coordinator for JOT all here today.
- ▶ The Crown's administrative staff have also done terrific work.
- ▶ All of these individuals have showed exceptional leadership and worked as a team here in Sudbury in creating, implementing, and refining process improvement in Ontario Court of Justice in Sudbury, including Bail Court





# Employee Engagement at MAG

- 2011 Employee Engagement Survey results shows MAG employees:
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  - Have a clear understanding of job expectations and directions (80%)
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# Recognition – In Attendance

- ▶ Recent Long Term Service Awards

- Helene Chartrand – 35 years
- Roger Chenard, Victims and Vulnerable Persons Division – Regional Manager – 30 years – WITHOUT A SINGLE SICK DAY
- Was amazed to learn HOW MANY people in this room have been here for 25 years.



# Recognition - In Attendance

- Jane Restoule, the Regional Systems Coordinator for the North Region. Jane and her two colleagues cover the courts' IT needs for the North.
- Worked on several critical projects this year in addition to regular responsibilities
- It is quite common for Jane to drive over 200 km at the drop of a hat no matter the weather conditions, to deal with any IT issues in the North.





# Local Achievements

**Regional Recognition** (don't appear to be in attendance):

- ▶ Kirkland Lake Fire Evacuation and Support Team – including court managers and Crown, and many other people for making hard decisions and ensuring the provision of court services during the Kirkland Lake forest fire.
- ▶ Sault Ste Marie Crown's staff for providing excellent customer service in the aftermath of the courthouse fire last year, ensuring that there was as little disruption as possible.



# Local Achievements

- ▶ New Initiative: Ontario Victims Services working to establish victim services in the James Bay Coast area. This initiative is in the start-up phases with service delivery expected to commence by summer 2013





# 2011 Engagement Survey

## Areas for Improvement

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Hamilton March 21, 2013  
Deputy's Notes Slides



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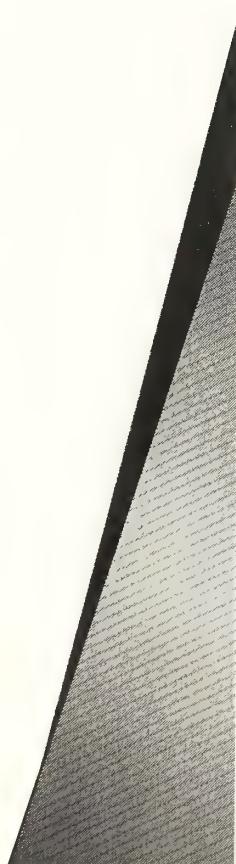
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## Retiring in 2013

- Cathy Hiuser (HIGH-zer) – Acting Director of Court Operations, retiring at end of April after 34 years.
- She is not in attendance, but she has had long and accomplished career with MAG.
- She has represented Ontario Court Services nationally, as a member of the Association of Canadian Court Administrators, and internationally, as President-Elect of the International Association for Court Administration



# Recognition – In Attendance

- ▶ **Philanthropic activities** (at courthouses and in region)
  - **Hamilton OPCT** – received the Silver Award from the United Way for outstanding service to the community
  - **Hamilton: Diversity Committee** held potluck for Hamilton food share, Christmas Committee gave hats and mittens to Good Shepherd
  - **Brantford:** activities and events to raise money for Salvation Army gift baskets, and Community Resource Centre gift baskets
  - **Simcoe:** United Way Soup Kitchen fundraiser
  - **Cayuga:** events to support Haldimand Pregnancy Centre



# Local Achievements

- ▶ Criminal Law Division
  - Created a Mission, Values, and Vision statement
    - Based on Values of Integrity, Justice, Public Safety, Teamwork, Judgment, Courage
  - Undertook 3 Initiatives that support MVV
    - Regional Award of Excellence – peer nominated awards for members of prosecution service. Awards recognize teamwork. Fun evening. Wine, speaker.
    - Newsletter – key communication vehicle
    - Performance Planning and Assessment Tool – Creating regionally produced and articulated performance measures upon which work is assessed



# Local Achievements

- ▶ Digital Recording Devices Implementation in Central West Region (Court Services Division)
  - Hard work, teamwork went into DRD implementation
  - This is one part of ministry's commitment to completing the modernization of “the taking of the record” in all courtrooms across the province.
  - Team won an 2012 Excelsior Award for their work





# 2011 Engagement Survey

## Areas for Improvement

- **Quality of Service:**
  - Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.
- **Recognition**
  - we need to do a better job in providing meaningful recognition for employees.
- **Organizational Communication**
  - communication does not flow as effectively as it could between staff and senior leaders.



# Handout Folder

- Employee Engagement Areas of Success and Divisional Initiatives
- Meaningful Recognition Suggestions
- Bookmark
- Thank you note
- Survey





# Discussion Questions (4 themes)

## ► Service Excellence

- How do you provide a high quality of service every day?
- If you could change one thing about your job what would it be?
- What tools and supports would help you to do your job better?

## ► Recognition

- How can we do a better job of recognizing employees for a job well done?
- What forms of employee recognition matter to you?
- Would better forms of recognition increase your job satisfaction?





# Discussion Questions (cont.)

## ► Engagement

- Do you feel engaged with your job? If yes – what contributes to that? If no – why not?
- What difference do you see between an employee who is engaged and one who is not?
- What value do you see for yourself, and for the organization, if you're an engaged employee?

## ► Communication

- Are you confident that management listens? Do you think they work to address issues raised in the employee engagement survey?
- What do you think senior leaders/senior management need to communicate to you, and how?
- What kind of feedback would you like to provide to senior leaders/senior management, and how?









# Deputy's Town Hall

Ottawa – April 24, 2013

Deputy's Notes Slides



# Introduction

- 4 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, and the reason is simply the people at MAG
- We have a great team at MAG - dedicated and committed to important work we do
- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
- Kennedy met a staff person asked this person what was their job - what did they do at the space centre - "I'm earning a living"
- Met a second staff person - "I clean away the rubbish"
- Met a 3<sup>rd</sup> and asked him the same; on this worker "sending a man to the moon"
- Kennedy knew then that his promise would be fulfilled





# Our Mission

- ▶ We aren't sending a man to the moon
- ▶ Our mission is even more important - provide the essential basis upon which Canada's **quality of life depends**
  - UN's "Human Development Index" measures "quality of life" by a number of factors, reflecting the choices people have to lead full lives that they value
- ▶ Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world





# “Guardians of the rule of law”

- What does that have to do with us?
- “Water is unknown to the fish until it discovers air”
- Like fish, when we walk down the street we are surrounded & protected by the rule of law
- We only become aware of the importance of the rule of law the moment it becomes threatened
- That does happen in Canada but, thankfully, very rarely
- Everyone in this room plays a key role in our critical mission as guardians of the rule of law – protecting safety, freedom of movement, right to make life choices – that enables the public to lead satisfying and fulfilling lives





# Purpose of today's session

- Today is about LISTENING
- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- We are committed to taking up your ideas and implementing them
- Some of the SMC team is here today
  - Mark Leach - Associate Deputy Minister
  - Irwin Glasberg - Policy and Adjudicative Tribunals Division
  - Malliha Wilson - Legal Services Division
  - James Cornish - Criminal Law Division





# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
- ❑ Then give all of you a chance to discuss one of 4 themes that were highlighted by you in that survey:
  - Communication
  - Engagement
  - Recognition
  - Service excellence



# FORMAT

- You choose which discussion you want to join
- Each group will discuss a number of questions relating to the theme
- Your group will choose a 'rapporteur' to report back to the larger room on the conclusions from their group
- Then we will have an open discussion





# Positive achievements of OPS:

- ▶ Greater Toronto's Top Employers – 2013
- ▶ Canada's Top 100 Employers – 2012
- ▶ Canada's Top Family-Friendly Employers – 2012
- ▶ Best Employers for New Canadians – 2012, 2013
- ▶ Canada's Greenest Employers – 2012
- ▶ Canada's Best Diversity Employers – 2012, 2013
- ▶ Top employers for Canadians over 40 – 2011
- ▶ JOT shortlisted for UN Public Service Award (see next slide)



# JOT – Shortlisted for UN Public Service Award

- ▶ Hard work of people – Crowns and their teams, court services staff
- ▶ Most prestigious international recognition of excellency in public service. Rewards creative contributions that lead to a more effective and responsive public administration
- ▶ Final results expected soon – late April
- ▶ Here in Ottawa, I know that there has been some terrific work done by a team of people across divisions.





# JOT Accomplishments in Region

- Viviane Carpentier and her team worked with other local court leaders on a link between the bail court and the holding cells to negate the need to bring prisoners into the court when everyone agreed ahead of time that bail would be granted.
- And through JOT, they also found a way to use existing video equipment at the court to allow Defence Counsel to hold private and secure consultations with clients at the (Ottawa Carleton) Corrections facility a 45 minute drive away.
- Both of these initiatives are resulting in much more effective use of Court time and cost little or nothing to implement.





# Employee Engagement at MAG

- 2011 Employee Engagement Survey results shows MAG employees:
  - Have a strong commitment to public service (77%)
  - Take pride in their work (73%)
  - Have positive relations with their co-workers (85%)
  - Have a clear understanding of job expectations and directions (80%)
  - Feel that their work is a good fit with their skills and interests (70%)





# Recognition – In Attendance

## ► Long Term Service in East Region

- Viviane Carpentier – Director of Court Operations – 36 years
- Sandra Lussier – Criminal Law Division – 25 years
- Roxanne Blanchard – Office of the Public Guardian in Ottawa – 30 years
- Carole Joly – Regional Manager, Ontario Victim Services – 32 years.
  - Carole is also a member of the French Language Services Bench and Bar Response Steering Committee
- There are probably others in this room



# Local Achievements

- ▶ In June 2012, there was a flood at the Ottawa courthouse that caused major damage – especially to the Victim/Witness Assistance Program (V/WAP office)
  - extensive repairs and renovations – at which point the V/WAP team worked with other justice partners, mainly the Crown Attorney's office, to continue providing excellent service to clients. The team returned to their office 6 months later.
- ▶ Flood affected courtrooms, reconstruction had to be done all around the courthouse – lot of people affected by this – it is looking good now!





# 2011 Engagement Survey

## Areas for Improvement

- **Quality of Service:**
  - Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.
- **Recognition**
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- **Organizational Communication**
  - Communication does not flow as effectively as it could between staff and senior leaders.



# Handout Folder

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- Meaningful Recognition Suggestions
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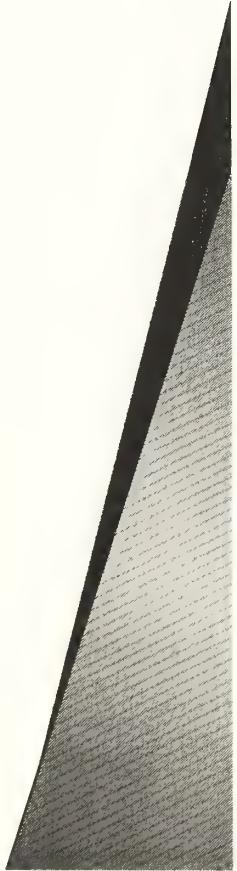
# Discussion Questions (4 themes)

## ► Service Excellence

- How do you provide a high quality of service every day?
- What tools and supports would help you to do your job better?

## ► Recognition

- How can we do a better job of recognizing employees for a job well done?
- What forms of employee recognition matter to you?





# Discussion Questions (cont.)

## ► Engagement

- Do you feel engaged with your job? If yes – what contributes to that? If no – why not?
- What difference do you see between an employee who is engaged and one who is not?

## ► Communication

- Are you confident that management listens? Do you think they work to address issues raised in the employee engagement survey?
- What kind of feedback would you like to provide to senior leaders / senior management, and how?









# Deputy's Town Hall

Newmarket - May 9, 2013  
Deputy's Notes Slides



# Introduction

- 5 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, for two reasons --the people at MAG and the **important, indeed essential service we provide**
- We have a great team at MAG - dedicated and committed to important work we do
- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
- Kennedy met a staff person asked this person what was their job -what did they do at the space centre - "I'm earning a living"
- Met a second staff person - "I clean away the rubbish"
- Met a 3<sup>rd</sup> and asked him the same; on this worker "sending a man to the moon"
- Kennedy knew then that his promise would be fulfilled - he had a team committed to 'going the extra mile'



# Our Mission

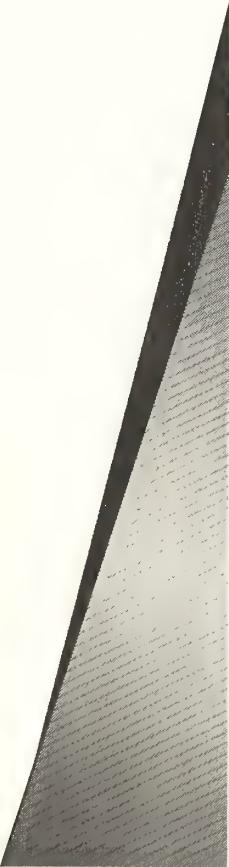
- We aren't sending a man to the moon
- Our mission is even more important - provide the essential basis upon which our quality of life depends
- Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world
- What does that have to do with us?





# “Guardians of the rule of law”

- ❑ “Water is unknown to the fish until it discovers air”
- ❑ Like fish, when we walk down the street we are surrounded & protected by the rule of law
- ❑ We only become aware of the importance of the rule of law the moment it becomes threatened
- ❑ That does happen in Canada but, thankfully, very rarely
- ❑ One example – Police strike in Montreal in 1969, that led to the ‘Murray Hill riot’





# Our mission

- We play a critical role as guardians of the rule of law –
  - protecting safety, freedom of movement, right to make life choices –
  - our work enables Canadians to lead satisfying and fulfilling lives, and produce the remarkable quality of life that makes us the envy of the world
- I sense a real commitment amongst MAG employees to our mission- a willingness to go the extra mile – like the worker at Cape Canaveral in 1961





# Purpose of today's session

- Today is about LISTENING
- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- We are committed to taking up your ideas and implementing them
- Some of the SMC team is here today
  - Lynne Wagner – Court Services Division
  - Irwin Glasberg – Policy and Adjudicative Tribunals
  - Louise Stratford – Victims and Vulnerable Persons
  - Marianne Summers – Communications





# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
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  - Communication
  - Engagement
  - Recognition
  - Service excellence





# FORMAT

- You choose which discussion you want to join
- Each group will discuss a number of questions relating to the theme
- Your group will choose a 'rapporteur' to report back to the larger room on the conclusions from their group
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- Reserve 15 minutes at the end for Q and A on any topic or issue you wish to raise





# Positive achievements of OPS:

- Greater Toronto's Top Employers – 2013
- Canada's Top 100 Employers – 2012
- Canada's Top Family-Friendly Employers – 2012
- Best Employers for New Canadians – 2012, 2013
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- Canada's Best Diversity Employers – 2012, 2013
- Top employers for Canadians over 40 – 2011
- JOT was shortlisted for UN Public Service Award



# Employee Engagement at MAG

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  - Have a strong commitment to public service (77%)
  - Take pride in their work (73%)
  - Have positive relations with their co-workers (85%)
  - Have a clear understanding of job expectations and directions (80%)
  - Feel that their work is a good fit with their skills and interests (70%)



# Recognition – In Attendance

- Long Term Service in Central East Region
  - Case Management Coordinators (Crim)
    - Over 20 years – Laurie Greenwell, Doreen Harris, Rebecca McGoldrick
    - 25 years -Sharon Pye-Finch
  - Jan Hayes – York Victim/Witness Assistance Program – 21 years
  - Wendy Munro-Burkholder – Court Services –21 years
  - Sarina Kashak – Director of Court Operations – 25 years
  - Karen Zoras – Financial Officer with VVPD – 26 years
  - Paul Tait – Crown Attorney – 25 years
  - Gerri Wyatt – Supervisor of Court Operations, Criminal Intake – 35 years
- There are probably others in this room



# Local Achievements

## Criminal Law Division:

- ▶ ‘Triage’ project of trial scheduling, spearheaded by Carmen Elmasry (in the room), Assistant Crown Attorney, commenced in June last year.
- ▶ Has contributed greatly to a reduction in the time to trial in Newmarket.
- ▶ It is a team effort, between all stakeholders, including Courts and the Bench.
- ▶ Has streamlined the scheduling of trials, and prioritizing on the day of trial. Improved the efficient use of trial courts in the courthouse.





# Local Achievements

- ▶ Justice Technology Services (JTS)
  - Bob McCutcheon, Roe Mishra, Dwayne Rogers (all in room) – they are some of the regional systems staff
  - Provided closed-captioning TV support for child-friendly Witness program in Peterborough, and Remote Witness and Large Jury Panels in Oshawa and Barrie
  - Major judicial and judicial support computer refresh



# Local Achievements

- ▶ Victims and Vulnerable Persons Division
  - Durham Region – “Aged Hart Committee” formed
  - This justice committee reviews high risk cases involving seniors. It also considers the issues the justice system faces as the baby boomer generation gets older.
  - First committee of its type in Ontario.





# 2011 Engagement Survey

## Areas for Improvement

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- ▶ **Recognition**
  - We need to do a better job in providing meaningful recognition for employees.
- ▶ **Organizational Communication**
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# Discussion Questions (4 themes)

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- How do you provide a high quality of service every day?
- What tools and supports would help you to do your job better?

## ► Recognition

- How can we do a better job of recognizing employees for a job well done?
- What forms of employee recognition matter to you?





# Discussion Questions (cont.)

## ► Engagement

- Do you feel engaged with your job? If yes – what contributes to that? If no – why not?
- What difference do you see between an employee who is engaged and one who is not?

## ► Communication

- Are you confident that management **listens**? Do you think they work to address issues raised in the employee engagement survey?
- What kind of feedback would you like to provide to senior leaders / senior management, and how?









# Deputy's Town Hall

Kitchener - May 23, 2013  
Deputy's Notes Slides



# Introduction

- 5 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, for two reasons --the people at MAG and the important, indeed essential service we provide
- We have a great team at MAG - dedicated and committed to important work we do
- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
- Kennedy met a staff person asked this person what was their job -what did they do at the space centre - "I'm earning a living"
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# Our Mission

- We aren't sending a man to the moon
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- Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world
- What does that have to do with us?





# “Guardians of the rule of law”

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- One example – Police strike in Montreal in 1969, that led to the ‘Murray Hill riot’





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- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- We are committed to taking up your ideas and implementing them
- Some of the SMC team is here today
  - Ali Arlani – Agency Relations Division
  - Louise Stratford – Victims and Vulnerable Persons





# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
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# Recognition – In Attendance

- ▶ Long Term Service in West (in this room)
  - Lois King – Owen Sound – Court Services Division – 25 years in October
  - Erwin Novac – Windsor – Court Services Division – 25 years in November
  - Crown Attorney Bill Wilson – 34 years of dedicated service, the last 10 as Crown.
    - Works diligently in managing the office and in taking on Court commitments.
    - Shows fairness and compassion in his approach to his work.
  - There are probably others in this room



# Local Achievements

- ▶ Beautiful new consolidated courthouse here in Kitchener - was here in February for the opening
- ▶ Recognize everyone, especially the support staff, for their extraordinary efforts in facilitating the move and working diligently to find new and efficient processes.
- ▶ From an IT perspective, we have several team members involved in the move who are here today from London - Drew Seabrook, Angela Houle, Lori Wilkinson and Sandra Joyce
- ▶ Included lots of evening and weekend work





# Local Achievements

- ▶ EXCELSIOR AWARDS in West Region
  - Project Wigan team
    - Involved with investigation and prosecution of R vs. Rafferty and R vs. McClintic – high profile, sensitive
    - Includes staff from Court Services Division, Victims and Vulnerable Person, Criminal Law Division
    - Recognized with an Excelsior Award for Outstanding Achievement.
  - Rafferty Trial – Court Services Staff in London
    - Recognized with Excelsior Award for Customer Service Excellence for providing such professional and compassionate service
    - Fran Martellotti, Doris Hagarty from CSD (here today) were part of both teams





# Local Achievements

- ▶ Region of Waterloo Mental Health Court
  - Overwhelming success since it started in 2005
  - Prime example of the justice system and community working together to find solutions to difficult cases
  - No special funding – works with local agencies
- ▶ Region of Waterloo Drug Treatment Court
  - Began in February 2012
  - No government funding – the Court relies on volunteer work of numerous community partners
  - Truly a grass-roots court making positive steps in combatting the harm addiction can cause





# 2011 Engagement Survey

## Areas for Improvement

### ► Quality of Service:

- Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.

### ► Recognition

- We need to do a better job in providing meaningful recognition for employees.

### ► Organizational Communication

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# Deputy's Town Hall

North West Region - June 12, 2013  
Deputy's Notes Slides



# Welcome

- ▶ Great to be able to connect with all of you through technology
- ▶ Kenora, Dryden, Fort Frances, and of course Thunder Bay
- ▶ 6<sup>th</sup> Town Hall – but this is the first using videoconferencing
- ▶ Thank you to everyone setting this up and making this possible
- ▶ A very interesting couple of days in North West – had a chance to see the construction site of new consolidated courthouse this morning here in Thunder Bay – will be an outstanding building.
- ▶ Yesterday, an opportunity to fly into Armstrong



# Introduction

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- I always respond I am loving it, for two reasons --the people at MAG and the **important, indeed essential service we provide**
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- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
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  - Mark Leach - Associate Deputy Minister
  - Lynne Wagner - Court Services Division
  - James Cornish - Criminal Law Division
  - Meredith Brown - Executive Director of Innovation Office



# FORMAT

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- ❑ Then give all of you a chance to discuss one of 4 themes that were highlighted by you in that survey:
  - Communication
  - Engagement
  - Recognition
  - Service excellence



# FORMAT

- ▶ Each group will discuss two questions relating to your theme.
  - Fort Frances will be Recognition.
  - Kenora will be Service Excellence
  - Dryden will be Engagement.
  - Thunder Bay will be Communication and a combination of other topics.
- ▶ Your group will choose a ‘rapporteur’ to report back to the larger room on the conclusions from their group
- ▶ Then we will have an open discussion
- ▶ 15 minutes at the end for Q and A on any topic



# Positive achievements of OPS:

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  - Feel that their work is a good fit with their skills and interests (70%)



# Recognition – In Attendance

- ▶ Long Term Service in North West (present)
  - Shari-Lynn Frenette – Assistant Crown Attorney – 20 years
    - There are probably others in this room
- ▶ Excelsior Awards – Excellence in Team Work to the Dryden Court Services Office – Jennifer Van Moorhem and Susan Korzinski both part of that team





# Local Achievements

- ▶ 2013 is Centennial of the Fort Frances Courthouse
- ▶ Building of the Thunder Bay consolidated courthouse





# 2011 Engagement Survey

## Areas for Improvement

- **Quality of Service:**
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# Discussion Questions (4 themes)

## ► Service Excellence

- How do you provide a high quality of service every day?
- What tools and supports would help you to do your job better?

## ► Recognition

- How can we do a better job of recognizing employees for a job well done?
- What forms of employee recognition matter to you?





# Discussion Questions (cont.)

## ► Engagement

- Do you feel engaged with your job? If yes – what contributes to that? If no – why not?
- What difference do you see between an employee who is engaged and one who is not?

## ► Communication

- Are you confident that management listens? Do you think they work to address issues raised in the employee engagement survey?
- What kind of feedback would you like to provide to senior leaders / senior management, and how?









# Deputy's Town Hall

Toronto - June 24, 2013  
Deputy's Notes Slides



# Introduction

- 5 months as Deputy - Often asked how I am enjoying the job
- I always respond I am loving it, for two reasons --the people at MAG and the **important, indeed essential service we provide**
- We have a great team at MAG - dedicated and committed to important work we do
- In fact, as I spend more time with people in the Ministry I am reminded of the story that is told about John F. Kennedy's unannounced visit to the space centre at Cape Canaveral in the early 1960's.
- Kennedy met a staff person asked this person what was their job -what did they do at the space centre - "I'm earning a living"
- Met a second staff person - "I clean away the rubbish"
- Met a 3<sup>rd</sup> and asked him the same; on this worker "sending a man to the moon"
- Kennedy knew then that his promise would be fulfilled - he had a team committed to 'going the extra mile'



# Our Mission

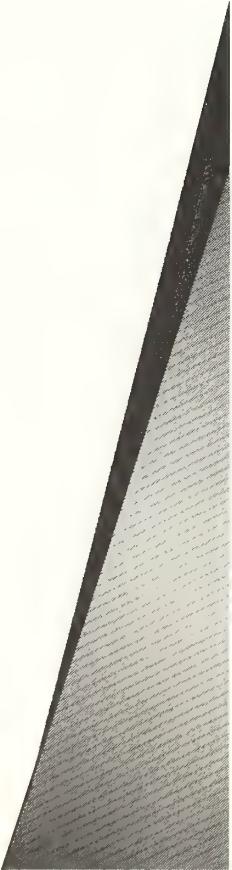
- We aren't sending a man to the moon
- Our mission is even more important – provide the essential basis upon which our quality of life depends
- Consider that that everyone in this photo has more access to information at their fingertips than did Kennedy who was in 1961 the most powerful person in the world
- What does that have to do with us?





# “Guardians of the rule of law”

- “Water is unknown to the fish until it discovers air”
- Like fish, when we walk down the street we are surrounded & protected by the rule of law
- We only become aware of the importance of the rule of law the moment it becomes threatened
- That does happen in Canada but, thankfully, very rarely
- One example – Police strike in Montreal in 1969, that led to the ‘Murray Hill riot’





# Our mission

- We play a critical role as guardians of the rule of law –
  - protecting safety, freedom of movement, right to make life choices –
  - our work enables Canadians to lead satisfying and fulfilling lives, and produce the remarkable quality of life that makes us the envy of the world
- I sense a real commitment amongst MAG employees to our mission- a willingness to go the extra mile – like the worker at Cape Canaveral in 1961





# Purpose of today's session

- Today is about LISTENING
- Your perspectives on your own work, and how, as a Ministry, we can improve the service we provide to the people of Ontario
- This is our 8<sup>th</sup> and final Town Hall - I have been in every region across the province hearing from MAG employees
- We are committed to taking up your ideas and implementing them





# Senior Management here today

- Lynne Wagner – Court Services Division
- James Cornish – Criminal Law Division
- Louise Stratford – Victims and Vulnerable Persons  
Relations
- Malliha Wilson – Legal Services
- Irwin Glasberg – Policy and Adjudicative Tribunals
- Mark Spakowski – Office of Legislative Council
- Marianne Summers – Director of Communications





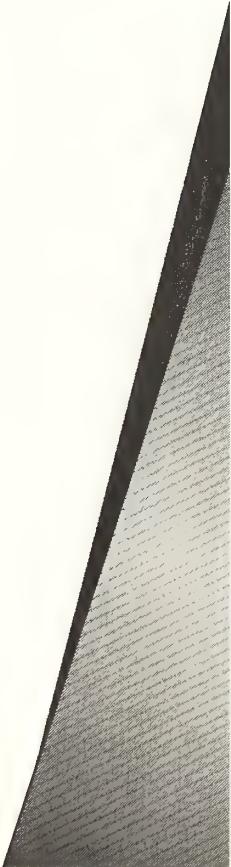
# FORMAT

- ❑ I'm going to talk for a few minutes about what we heard in the most recent employee engagement survey about working at MAG
- ❑ Then give all of you a chance to discuss one of 4 themes that were highlighted by you in that survey:
  - Communication
  - Engagement
  - Recognition
  - Service excellence



# FORMAT

- ▶ Each group will discuss two questions relating to your theme.
- ▶ Your group will choose a 'rapporteur' to report back to the larger room on the conclusions from their group
- ▶ Then we will have an open discussion
- ▶ 15 minutes at the end for Q and A on any topic





# Positive achievements of OPS:

- Greater Toronto's Top Employers – 2013
- Canada's Top 100 Employers – 2012
- Canada's Top Family-Friendly Employers – 2012
- Best Employers for New Canadians – 2012, 2013
- Canada's Greenest Employers – 2012
- Canada's Best Diversity Employers – 2012, 2013
- Top employers for Canadians over 40 – 2011
- JOT was shortlisted for UN Public Service Award



# Employee Engagement at MAG

- 2011 Employee Engagement Survey results shows MAG employees:
  - Have a strong commitment to public service (77%)
    - Take pride in their work (73%)
    - Have positive relations with their co-workers (85%)
    - Have a clear understanding of job expectations and directions (80%)
  - Feel that their work is a good fit with their skills and interests (70%)



# Recognition – In Attendance

- ▶ OPS Spirit Awards – Kim Anderson
- ▶ Long Term Service
  - Annie Angelos – 30 years
  - Shirley Collins, Jacqueline Edwards, Desiree Viceral – all 25 years
  - Carol-Lynn Lepard, Michael Maclean, Anna Dias, Randal Holloway – all 26 years
  - There are probably others in this room





# Local Achievements

- ▶ Career Mentoring Program - we are having a reception right here in this room after the Town Hall to recognize the participants in the Career Mentoring Program. Some of those individuals might be here now.
- ▶ Being a participant in the program shows a dedication to learning about different aspects of the ministry, and improving your own skills.





# 2011 Engagement Survey

## Areas for Improvement

- **Quality of Service:**
  - Your perception of your ability to do your job effectively, and provide a high quality of service – with the supports you need.
- **Recognition**
  - We need to do a better job in providing meaningful recognition for employees.
- **Organizational Communication**
  - Communication does not flow as effectively as it could between staff and senior leaders.



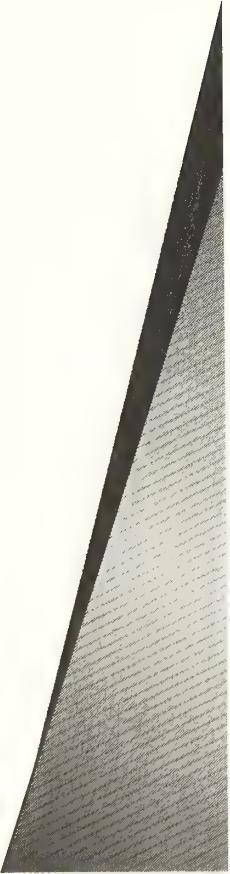
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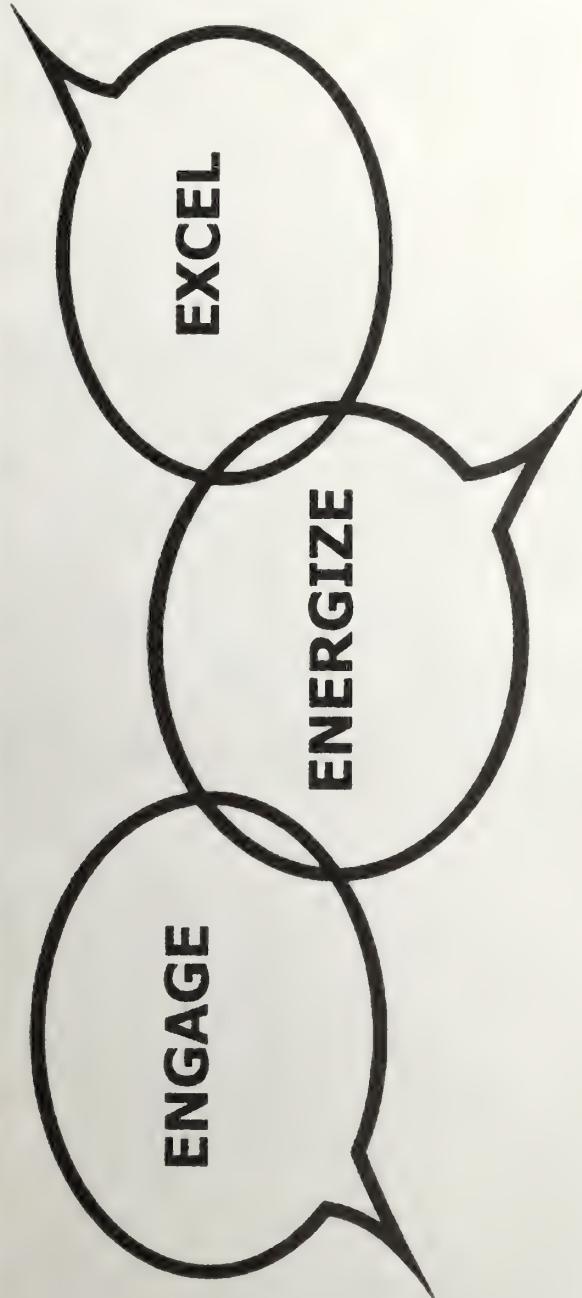








# Deputy's Town Hall

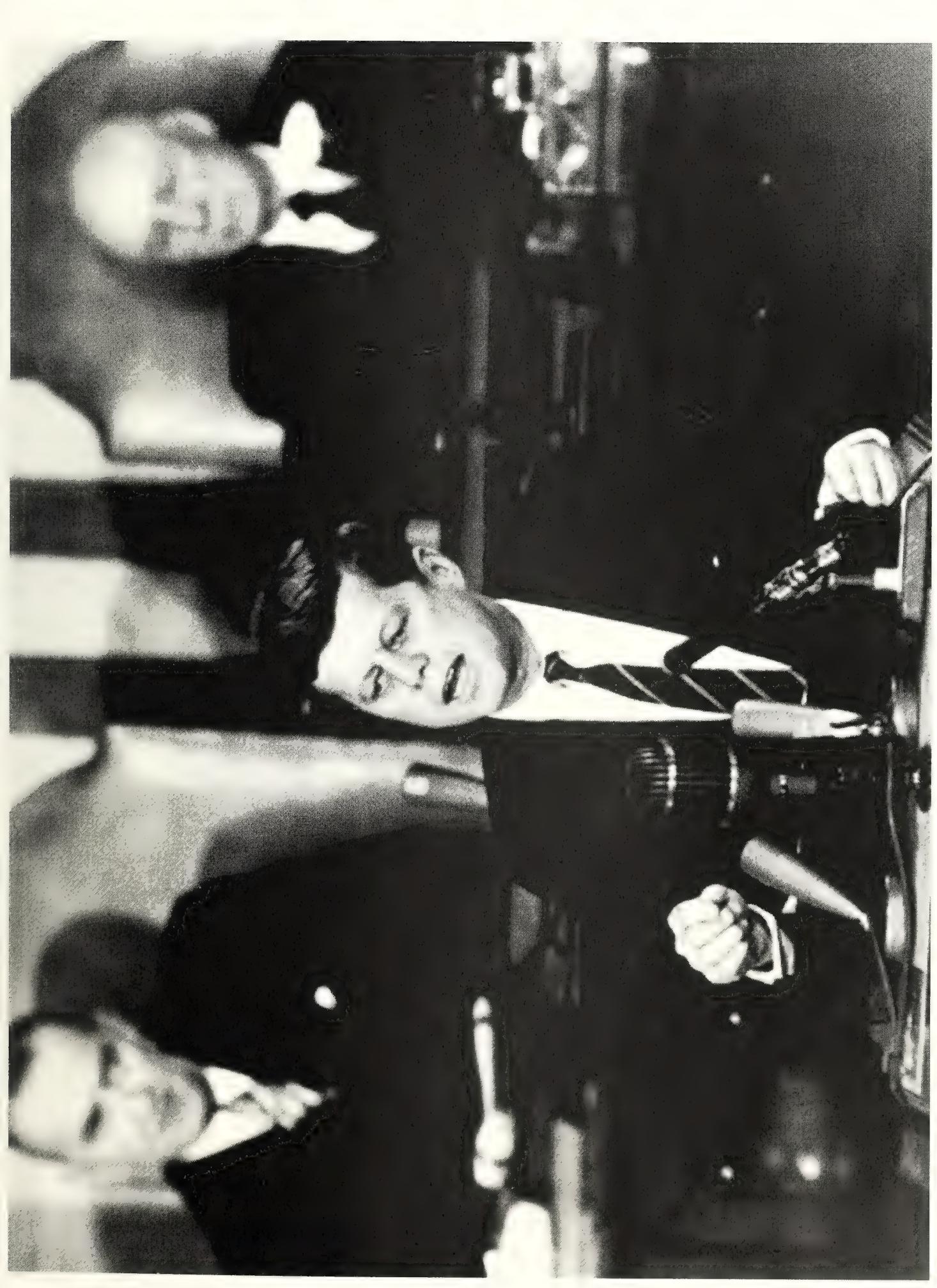


**Patrick Monahan**

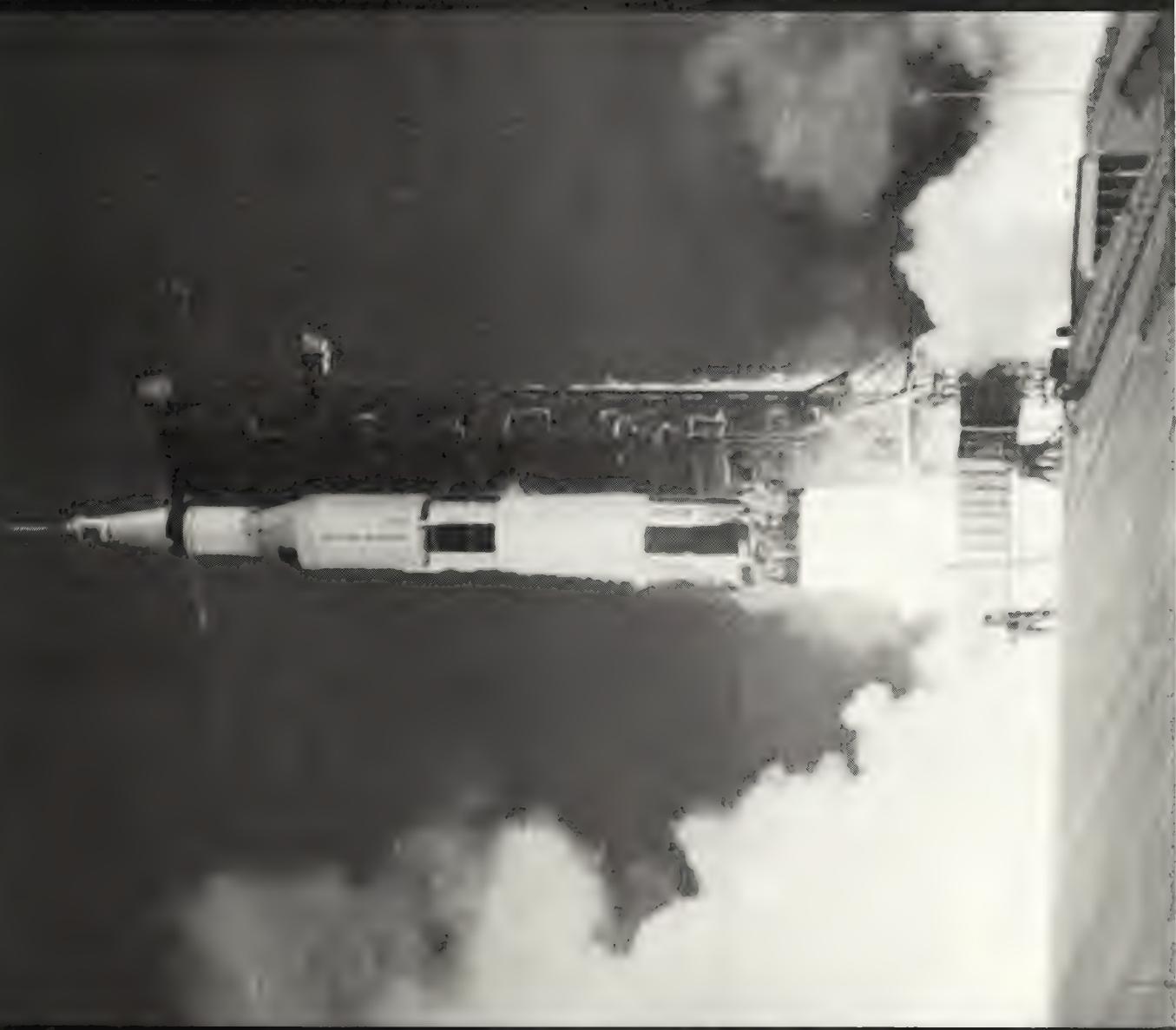
**Deputy Attorney General**

Toronto, June 24, 2013

















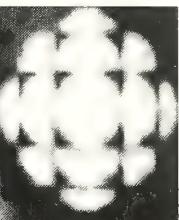
Water is unknown to a fish  
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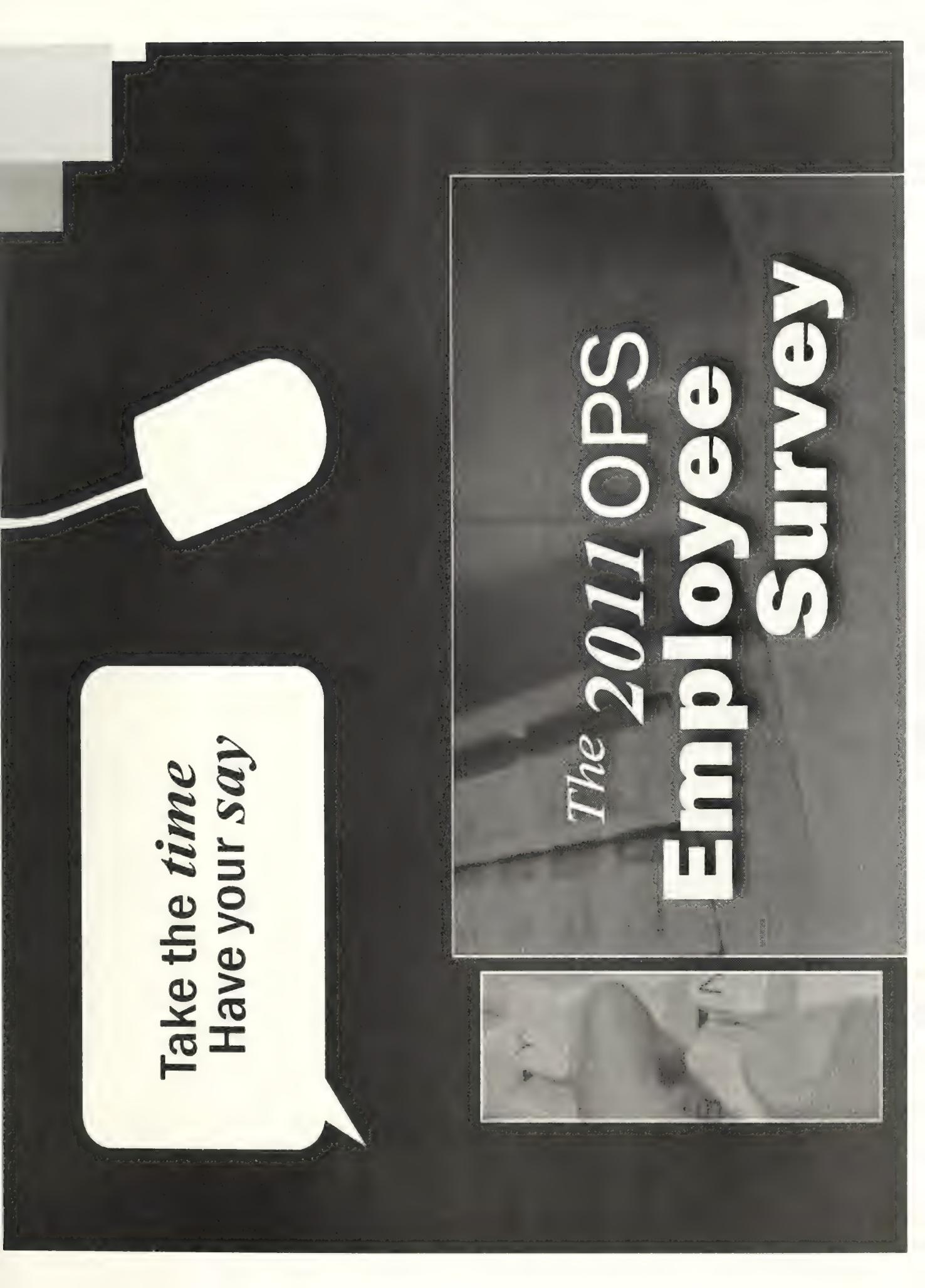
MONTRÉAL  
MONTRÉAL  
CITY











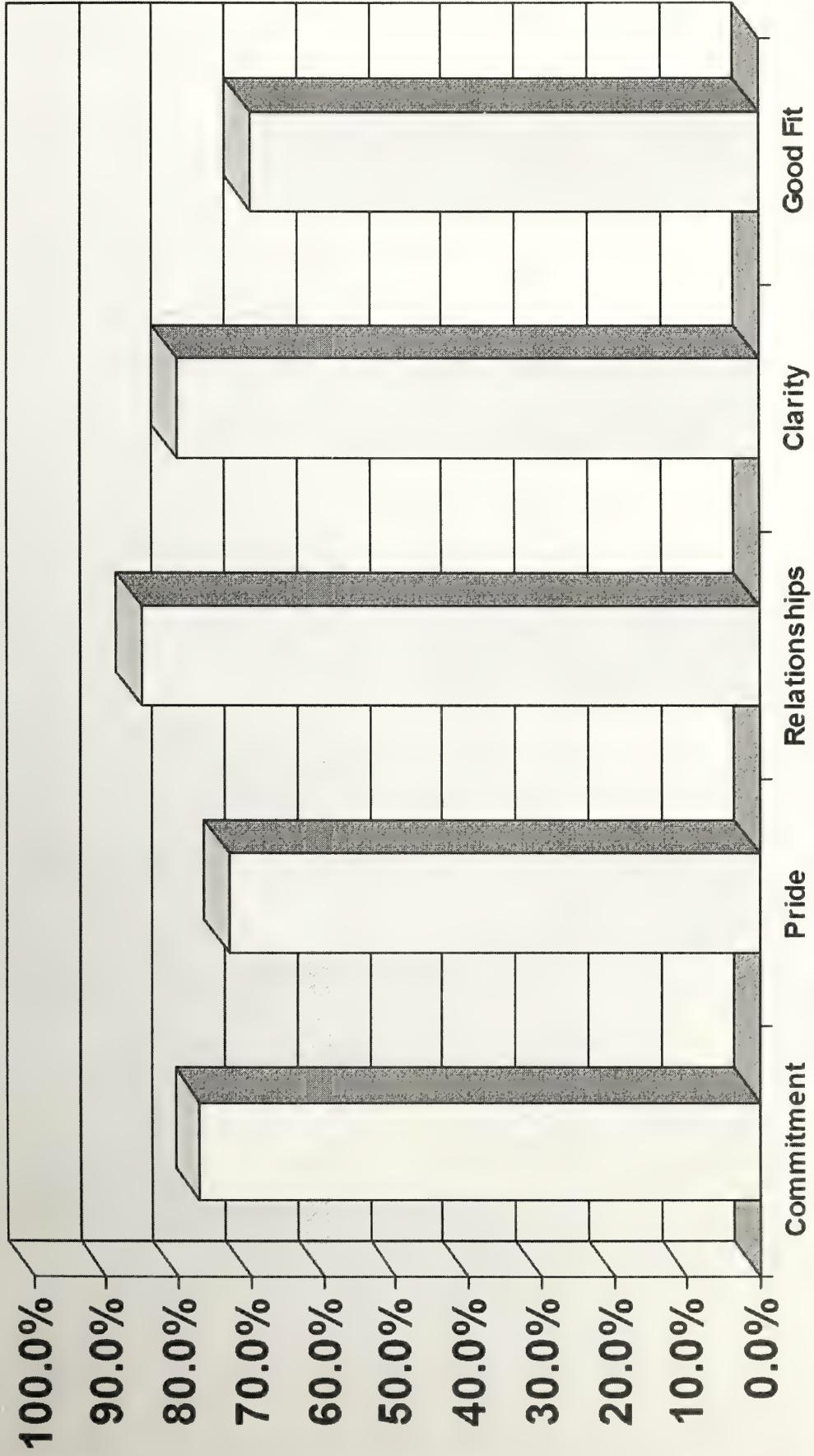
*Take the time*  
Have your say

# *The 2011 OPS* **Employee Survey**





# 2011 Engagement Survey *Positive Results*





# 2011 Engagement Survey

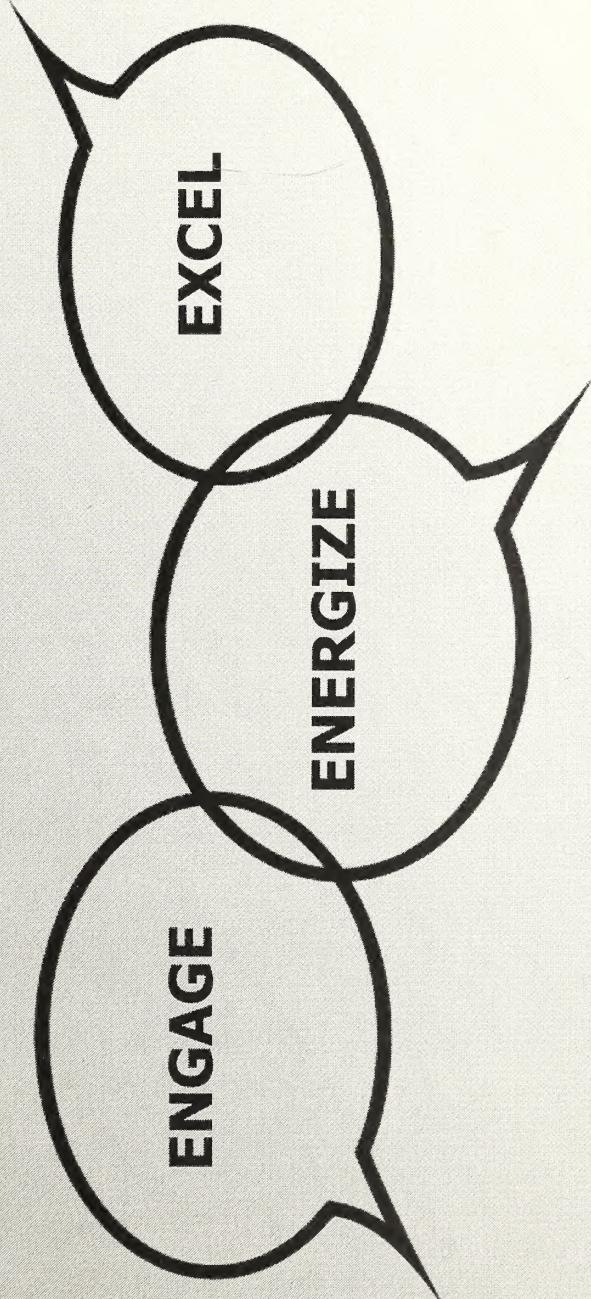
## *Areas for Improvement*

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- Quality of Service
- Recognition
- Organizational Communication



# Deputy's Town Hall



## Discussion Questions





